

Electronic Acknowledgement Receipt

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| EFS ID: | 1329904 |
| Application Number: | 10617965 |
| International Application Number: | |
| Confirmation Number: | 4134 |
| Title of Invention: | Systems and methods for monitoring and controlling business level service level agreements |
| First Named Inventor/Applicant Name: | Hung-Yang Chang |
| Customer Number: | 46069 |
| Filer: | Frank Chau/Mel Rodriguez |
| Filer Authorized By: | Frank Chau |
| Attorney Docket Number: | YOR920030197US1 (8728-627 |
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| Application Type: | Utility |

Payment information:

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| Submitted with Payment | no |
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File Listing:

| Document Number | Document Description | File Name | File Size(Bytes) | Multi Part /.zip | Pages (if appl.) |
|-----------------|---------------------------------------|------------------|------------------|------------------|------------------|
| 1 | Amendment - After Non-Final Rejection | 8728-627-amd.pdf | 461625 | no | 12 |

Warnings:

Information:**Total Files Size (in bytes):**

461625

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New Applications Under 35 U.S.C. 111

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

National Stage of an International Application under 35 U.S.C. 371

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.